



PUBLIC INFORMATION

Customer Satisfaction Survey



Department of Consumer Affairs, Public Information Unit, C/O Cashiering Unit
P.O. Box 989004, West Sacramento, CA 95798

Please fax or mail your completed survey to the Public Information Unit

Phone: (916) 574-8150 Fax: (916) 574-8603 Email: public_sales@dca.ca.gov Web: www.dca.ca.gov/consumer/public_info

Company Name: _____ Contact Person: _____
Address: _____ Phone Number: _____
_____ Date: _____

Your request was processed by _____. If you have any questions, please contact us at (916) 574-8150. We appreciate the opportunity to serve you. To help us provide the best possible service, we encourage you to complete this Customer Satisfaction Survey and send it to the Public Information Unit using the fax number or mailing address listed above.

Please check one box for each question below.

1. Your voicemail, email or fax was returned in a timely manner (1 business day).

Strongly Agree ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 Strongly Disagree

Please explain: _____

2. Quotes and information were provided to you in a timely manner (by close of business).

Strongly Agree ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 Strongly Disagree

Please explain: _____

3. If applicable, the Public Information staff you spoke with clearly explained ordering procedures and product information.

Strongly Agree ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 Strongly Disagree

Please explain: _____

4. If applicable, the Public Information staff you communicated with treated you in a courteous and professional manner.

Strongly Agree ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 Strongly Disagree

Please explain: _____

Additional Comments/Suggestions: _____
